

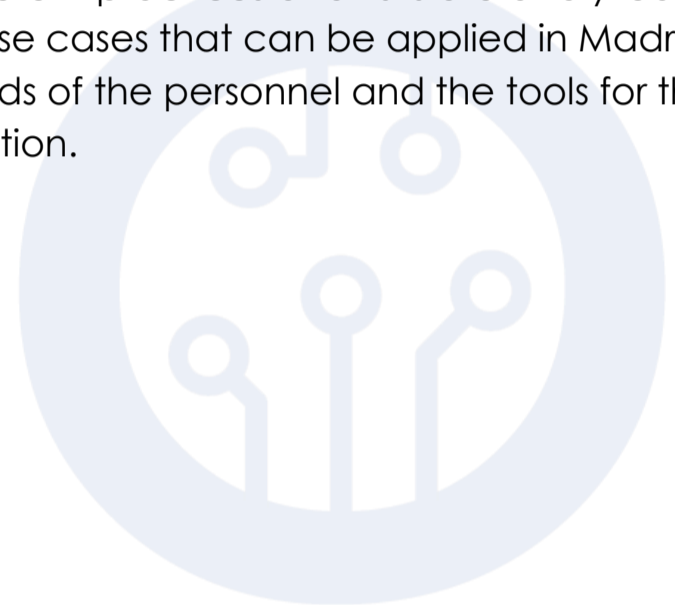
Why? The incorporation of machines and robots, which simulate and execute the work carried out by people reduces administrative workloads and enables increased immediate response services to citizens.

What for? To reduce deadlines and respond to citizen requests through standardized processes that adjust to the different characteristics and situations of each person, facilitating a more personalized, agile, and efficient experience.



Advance in the de-bureaucratization of the City Council through an ethical and responsible automation of services so that Madrid joins cities such as New York, Amsterdam or Helsinki in the construction of a roadmap for the ethical promotion of artificial intelligence.

How? A comparative study has been carried out with the most relevant cities in a national and international context and the different practices and risks are analyzed to identify 25 use cases that can be applied in Madrid, the training needs of the personnel and the tools for their implementation.



OFFER CITIZENS

01

Agile services and comfortable automated processes

02

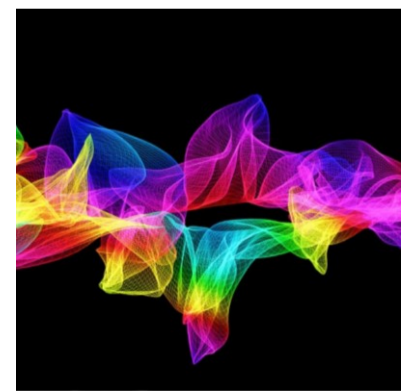
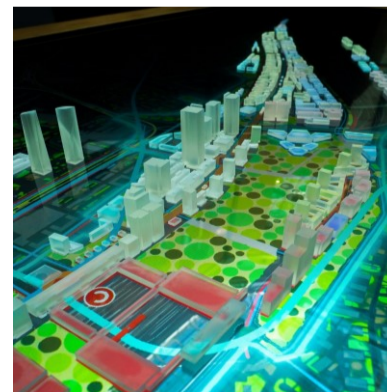
Personalize the services, offer services based on needs

03

Adapt and anticipate the needs of the people: Proactive Madrid

04

Avoid and reduce administrative burdens for people.



NEXT STEPS

- Madrid Accelerates Create jobs, facilitate investments and promote tourism
- Madrid Protects Prevent risks, efficiency in emergencies and caring for families and for the most vulnerable
- Madrid Breathes Improve air quality, facilitate sustainable growth and promote the use of green spaces
- Madrid Entertain Consolidate Madrid's attraction, promote engagement with cultural, sports and leisure events
- Madrid Attends Streamline and reduce bureaucratization, Increase citizen attention, automate mechanical tasks, Adapt the digital environment